

# The National CLEAR Programme

Enhancing productivity and patient care with CLEARnotes –  
an AI powered clinical notes summary tool

**NHS England-funded pilot**  
Expression of interest information pack



May 2024

## Welcome to the National CLEAR Programme

Thank you for your interest in CLEARnotes – our clinically-designed AI-powered patient consultation summary tool. Funded by NHS England, this is an NHS-to-NHS support offer to pilot a low cost, safe and effective solution to enhance workforce productivity.

The programme offers seven NHS trusts (one per region) to become early adopters and co-designers of the tool, which can transform clinician workflow and increase productivity enabling more time for patients.

CLEARnotes converts clinician-patient conversations automatically into clinical notes – leveraging AI and speech recognition technologies to produce clear, structured summaries - with the ability to easily edit the text if needed.

The tool has been developed by a team of NHS clinicians and industry experts, who together, have a deep understanding of the complexities of the NHS. This initial opportunity is for the tool to be trialed in pre-operative assessment (anaesthetics).

The first section of this pack provides further information on the productivity tool, benefits and the opportunity. The second section provides background to the National Clinically-Led workforce and Activity Redesign (CLEAR) Programme - hosted by East Lancashire Hospitals NHS Trust and delivered by the trust and 33n.

### Dr John Jeans

Anaesthetist and National CLEAR Programme Lead



**"Some of these AI models that have come into play have the capacity to dramatically change the way we deliver healthcare to make it far more efficient and effective, improving quality of care."**



### Dr John Jeans

Hear more from Dr Jeans [here](#)

# The National CLEAR Programme

**Part 1:**  
**Information on CLEARnotes, benefits and the opportunity**



## Benefits

CLEARnotes enhances the speed, accuracy, and efficiency of clinical consultations by listening to clinician-patient conversations and drafting a summary - allowing healthcare providers to focus more on patient care while maintaining comprehensive and high-quality medical records and increasing overall productivity.

The technology has the potential to reduce paperwork by up to 75%, enhance productivity by between 20% - 80%, and improve documentation quality and consistency across teams – optimising safety and reducing staff costs.

Other benefits include:

More time to spend with patients

Increased capacity – with the potential to reduce waiting lists

Reduced clinical variation and increased standardised practice – with the potential to link to local and national guidelines

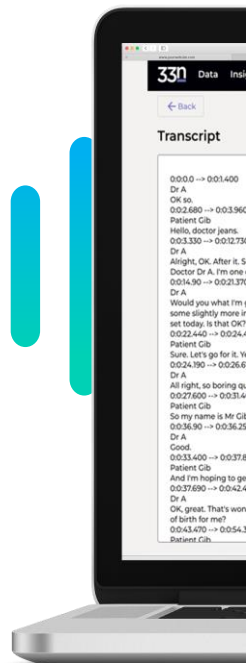
More detail captured in medical records

Less reliance on external dictation services

**1 Press record**   
Tool captures audio of consultation

**2 Autogenerate summary**   
Summary autogenerated using AI technology

**3 Edit and paste into EPR**   
The clinician is always in charge – reviewing the notes, and editing if required



## Features

CLEARnotes is clinically-designed and easy to navigate. It is browser-based so there is no need to download software. Some features are in development which will be co-designed with the selected sites – ensuring the tool works effectively for clinical workflows within pre-operative assessment settings. All that is required is a latest web browser (for example, Google Chrome or Microsoft Edge) to login, and access to a microphone. Features include:

Easy-to-use platform which autogenerates essential documents including clinical summaries, referral and patient letters

Ability to review, and edit notes if needed

Secure and compliant with NHS standards

Potential to explore multi-language transcription

Customisable format

Fully responsive to mobile and tablet devices

## Improved job satisfaction

Every minute spent on administration is one taken away from patient-facing care or added on to the working day. CLEARnotes significantly reduces paperwork and enhances productivity leaving more time for patients and other clinical tasks while reducing burnout and unnecessary cognitive load – supporting staff retention.

## Quality and safety

CLEARnotes is undergoing rigorous assessment and testing, overseen by a clinical reference group as well as senior clinicians from the National CLEAR Programme, to ensure accuracy and clinical safety.

The programme is commissioned by NHS England – offering assurances on quality and clinically-led development.

Trusted by NHS organisations across the country to keep data safe, the National CLEAR Programme is Cyber Essentials Plus certified and exceeds the 2022/2023 standards in the NHS Digital Data Security and Protection Toolkit.



[Hear more from Dr John Jeans on the safety of the tool.](#)

## The opportunity

We are now seeking expressions of interest from NHS trusts who would like to use CLEARnotes for pre-operative assessments in their anaesthetic department and work with the national CLEAR team to adapt and adopt the tool to best meet their needs.

Commissioned and fully-funded by NHS England, the opportunity is for seven trusts - one from each NHSE region - to take advantage of the benefits that the tool brings while also being involved in tailoring the solution to improve the experience for colleagues and patients. The seven will follow an initial trial by East Lancashire Hospitals NHS Trust.

The trusts will be selected through an expression of interest process with the seven-month programme onboarding trusts in the summer and going live in the autumn of 2024 (see project outline on page 8).

There will be an opportunity to hear more about the pilot and raise questions to the CLEAR team during webinars (more information on page 7).



## How to submit an expression of interest

To apply, interested trusts will need to complete an expression of interest form and book a selection interview. There is also an opportunity to attend a webinar to find out more and ask questions to the project team. Further information is outlined below.

### Information webinars

We are holding two webinars from 12-1pm on the dates below (the webinar is being repeated, so please sign up to one). Please register via the links to receive a diary invite.

- Wednesday 29 May click [here](#)
- Tuesday 4 June click [here](#)

### Application process

Please complete the [expression of interest form](#) and submit by the deadline of 5pm on Monday 17 June. Once submitted, you must [book an interview slot](#).

### Questions

If you have any further questions, please contact the CLEARnotes team by email: [projectsupport@33n.co.uk](mailto:projectsupport@33n.co.uk)

**Information webinars**

**29 May /  
4 June**

**EOI deadline**

**17 June (5pm)**

**Interviews**

**18 June – 3 July**

**Trusts notified of EOI outcome**

**5 July**

## Project outline

### Project set up

- Scope and planning
- Information governance and contract
- Historic activity data (baseline to understand efficiency gains)
- Receive key output templates for consultations
- Site set up for CLEARnotes
- Identification of department and users
- Training of users

### Phase one: initial testing

- Run CLEARnotes in the background for 10 consultations, but do not use the AI-generated output.
- Compare AI-generated output to the clinician's own notes for evaluation.
- Feedback on any amendments needed
- Agreement to move to next phase

### Phase two: first consultations

- Run CLEARnotes for 100 consultations.
- Comparative analysis of time taken and quality of output
- Feedback on accuracy and user experience
- Agreement to proceed to next phase

### Phase three: full pilot

- Full roll out for pre-operative consultations (maximum 5,000 up to 31 January 2025)
- Ongoing feedback on accuracy, user experience and further features (e.g. multi-language transcription)

### Evaluation

- Measure activity against original baseline to see time saving after completion of all phases
- Evaluation paper on interim and full findings
- Executive presentation on interim and full findings



## Project timetable

Activity	Location	Date
Kick off meetings	virtual	8 - 23 July
Project set up	virtual/ on site	July - Sept
Phase one: initial testing	on site	October
Phase two: first consultations	on site	Oct - Nov
Phase three: full pilot	on site	Nov - Jan
Evaluation	online	Oct - Feb

# The National CLEAR Programme

## Part 2: Background to CLEAR



# Introducing the National CLEAR Programme

## What is CLEAR?

The national Clinically-Led workforce and Activity Redesign (CLEAR) programme supports organisations across primary and secondary care in transformation, data analysis and workforce redesign to improve the quality, safety and efficiency of services and deliver sustainable change.

CLEAR is hosted by East Lancashire Hospitals NHS Trust and delivered by the trust and 33n.



Our directors

## 33n - who we are

We are experts in data driven healthcare redesign – our clinically-led team of more than 70 specialists includes NHS clinicians, educationalists, project managers and data engineers who're united in their passion to improve services, address workforce challenges and enhance patient care.

Our goal is to provide solutions to the changing needs of the healthcare system, support the sustained recovery of services, encourage staff retention and shape services for the future.

## Impact

Since launching in 2019, we have completed more than 60 projects across key NHS priority areas identifying productivity gains of more than £50m.

At the heart of the CLEAR approach is the training and empowerment of NHS staff - using education, data, technology and innovation to improve the quality, safety and efficiency of services. More than 200 NHS staff have been trained in the CLEAR methodology, with many joining the national team and leading further innovation projects. It is a business change approach that is tried and tested to enable staff and organisations adopt new technologies to drive transformation.

This approach trains staff and supports system transformation to happen at pace, enhancing skills, supporting career development and improving patient outcomes.

## Harnessing technology – past project

### Supporting the implementation of Foundry to tackle the elective care backlog

Our projects have included supporting the successful integration of Palantir's Foundry data processing platform to reduce the elective care backlog at East Sussex Healthcare NHS Trust (ESHT).

The CLEAR team was commissioned by the Improving Elective Care Co-ordination for Patients (IECCP) programme to review ESHT's surgical patient flow and workforce, examine elective recovery challenges, understand how the Foundry system was being rolled out across the trust and recommend new models of care and workforce.

Following clinical engagement with more than 100 members of staff and a review of theatre and inpatient data, the team identified a potential 10% productivity gain in the number of operations across all engaged specialities with a projected value of £1.4m as well as reduced hospital length of stay through introducing a seven-day physiotherapy service and integration of the Foundry system into trust normal working practices.



**"What the CLEAR work has done is identify the importance of the new technology, of bringing systems together to be able to make the improvements required. It has enabled us to focus on how to use the system in those areas that can give us the biggest benefit - and to develop and transition to a 'business as usual' model with the technology."**

**Joanne Dale, Deputy Chief Operating Officer,  
East Sussex Healthcare NHS Trust**

## For further information

✉ Contact the team: [projectsupport@33n.co.uk](mailto:projectsupport@33n.co.uk)